

FIELD SUPERVISOR - CUSTOMER SERVICE OPERATIONS

JOB DESCRIPTION

Classification Responsibilities: A Field Supervisor - Customer Service Operations (CSO) is responsible for supervising, planning, and coordinating activities of the Customer Service Field Operations (CSFO) section through subordinate staff performing duties which include: minor meter maintenance and repair; water meter replacement; reading meters; utility service activation and deactivation; flood irrigation delivery; and utility diversion investigations in water, gas, and electric utility service areas. This class is responsible for the efficient management of available resources to satisfy strict schedule demands in support of monthly revenue cycles; there is a significant amount of public contact work requiring problem resolution to inquiries, complaints, and service requests demanding time sensitive completion in spite of extraordinary conditions. Field Supervisor – CSO’s perform quantitative and qualitative analysis of operating metrics, especially those related to safety, work quality, productivity, budget and department goals, and objectives; must have detailed knowledge of applicable information technology systems, City of Mesa Terms and Conditions and meter reading/billing/credit policies and practices; and enter and retrieve data in the City’s Customer Information System (CIS) for researching billing inquiries, meter history, service order updates, and account documentation. Incumbents exercise full-range supervisory duties to ensure work is performed in compliance with applicable safety standards, codes, and operating policies. Responsibilities include assisting in the preparation of the section’s annual budget by recommending changes to existing budget allocation and preparing written justifications for supplemental budget requests. An employee of this class is required to use appropriate safety equipment and follow safety procedures in performing assignments including staff direction. This class performs related work as required.

Meter Shop Assignment: Incumbents in this classification assigned to the Meter Shop are also responsible for duties which include: testing, evaluating, and recommending meters; meeting with vendors to provide meter specifications and coordinate contract bidding with procurement staff; determining which meters should be the focus of replacement programs; establishing a set maintenance and replacement schedule for meters; and overseeing the Large Meter Test Program.

Distinguishing Features: This class is subject to 24-hour emergency call-out. The position incumbent must exercise interpersonal sensitivity and considerable decision-making discretion in problem-solving situations involving dissatisfied customers and during investigation of possible illegal activity. The position incumbent investigates service irregularities (unauthorized consumption), notifies customers of required corrections, and decides when criminal complaints should be pursued, coordinates with law enforcement and judicial authorities and/or coordinates estimated billing for consumption. This position has the independent authority and duty to terminate unsafe or illegal utility usage. The position incumbent investigates customer damage claims resulting from field service actions and makes recommendations regarding claims resolution. Ensuring that the computerized meter reading and utility service order scheduling system is operational and functioning efficiently is the responsibility of this position. Reviewing and analyzing the data produced by the system for errors, inconsistencies, exceptions, trends, and meter reading performance statistics is also required. This position independently plans, organizes, controls, and directs the daily activities of their functional area and performs with a high degree of latitude in the application and interpretation of customer service policies and procedures. Work is performed with considerable independence under the general supervision of the Field Utility Superintendent – CSFO who evaluates work on the basis of observation and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Business Administration or a related field. Three years of full-time progressively responsible experience in customer service field work, including experience with water, gas, and/or electric meters, customer service, and utility billing.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Must possess a Grade I (or higher) Water Distribution Operator certification from the Arizona Department of Environmental Quality (ADEQ) or equivalent certification from another state through reciprocity with Arizona by application date. Certification through reciprocity must be obtained within three months of hire or promotion. Must successfully complete Customer Information System (CIS) training, gas operator qualification and electric safety training administered by the Energy Resources Department to successfully complete probation, and must retain certifications throughout employment.

Substance Abuse Testing. This class is subject to drug and alcohol testing to comply with Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) regulations 49 Code of Federal Regulations (CFR) Part 199.

Preferred/Desirable Qualifications. A Bachelor's Degree from an accredited college or university as well as lead, foreman, or supervisory experience is preferred. Coursework in basic electricity and/or gas system operation, electric and/or gas appliance operation, and general management studies is preferred. Proficiency in Windows-based software, including Word and Excel, is desirable. At least two years of experience in the operation, maintenance, and delivery of flood irrigation systems is preferred. ***Meter Shop Assignment:*** Experience in maintenance, repair, and calibration of meters including experience in administration, planning, operation, purchasing, and project management.

ESSENTIAL FUNCTIONS

Communication: Communicates verbally and in writing to express ideas, concepts, and conclusions to upper management and customers. Coordinates field activities with other City departments to effectively complete customer utility service requests. Assists in customer complaint resolution primarily dealing with angry customers or those who cannot be satisfied by subordinate personnel. Advises customers of repairs needed to meet code requirements. Completes a variety of forms, records, and reports associated with work completed, meter repair, and service orders; miscellaneous activity results; time reporting/approval; individual performance assessment; accident investigation; equipment needs; energy diversion incidents; and response to management inquiries. Uses electronic mail effectively. Prepares and delivers presentations as required. Authors or revises section procedures or policies as required. Counsels employees in order to improve productivity, quality, or conduct.

Manual/Physical: Uses common hand tools while instructing or in extraordinary support of subordinate staff duties. Operates a motor vehicle requiring a standard Arizona Driver's License to drive to work sites and transport equipment. Operates an electronic, computerized meter reading system. Uses common office equipment. Travels to work sites to observe the procedures used in the field to

effect continuous improvement in the procedures and training for such purposes as lessening the potential hazards associated with working with natural gas and electricity. Maintains inventories of job-related supplies. Meets scheduling and attendance requirements.

Mental: Assigns work to staff by determining work priorities, considering work flow patterns, ascertaining current work load, and taking into consideration staff capabilities and knowledge in order to allocate the type and volume of tasks to ensure their timely and effective completion. Develops production and performance standards to facilitate employee performance evaluations. Evaluates the work of employees using objective benchmarks and subjective behavioral observations. Develops subordinates to maximize job performance and promote career growth. Delegates responsibility and authority effectively. Comprehends exception reports and meter tests in order to identify and resolve problems. Reads, interprets, and calculates budget report information and makes recommendations for budget changes. Prioritizes own work. Reviews productivity reports and exception listings to ensure conformance to required standards. Learns job-related material through on-the-job training and in classroom settings. Administers City and department policies and personnel rules. Generates alternatives when considering courses of action and defends decisions appropriately when challenged. Selects applicants for interviewing, makes recommendations concerning the hiring/termination of staff, prepares performance appraisals, initiates and conducts disciplinary action, and approves leave of absence requests. Trains personnel in all job phases emphasizing job quality, customer service, and safety. Determines equipment and supply needs, and requests procurement of material. Develops and implements policies and procedures which will encourage courteous, efficient, professional, and accurate service to the public.

Knowledge and Abilities: (*common to all assignments*)

Knowledge of:

safety hazards and precautions common to utility safety work (water, gas, and electric);
appliance repair methods and procedures;
safety equipment and procedures used when working on natural gas lines;
utility service connection and disconnection policies and procedures;
methods, materials, and tools used in the installation and repair of gas, water, and electric meters;
appliances, regulators, relief valves, etc., including the installation and maintenance of utility service line;
the mechanics of gas, water, and electric meter operation;
universal plumbing and mechanical codes;
City codes relating to utilities, and DOT Pipeline Safety Act;
City code requirements and procedures for establishing gas service and code violations;
general meter reading, utility billing, and other utility customer-oriented policies and procedures;
the general principles of employee training and employee supervision, including performance standard development and evaluation; and
meter reading and route design principles, practices, and procedures.

Ability to:

interact with coworkers, other City staff, and the public to establish and maintain effective working relationships;
understand simple geography relating to City streets;

communicate clearly and concisely, verbally and in writing;
modify personal style to accomplish goals or tasks;
exercise independent judgment and act decisively where procedural guidelines are not specific;
learn specific policies and procedures of customer service;
plan, organize, and attend to details of an action;
read and interpret utility and related records;
assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time; and
exercise initiative in the improvement in the City Customer Service operations.

Knowledge: (*Meter Shop Assignment*)

Knowledge of:

procurement of small and large water meters;
large and small meter testing, repair, and replacement;
Meter inventory control and management; and
Meter scrapping and disposal.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 53-200

PAY GRADE: 53

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